

NC Division of Motor Vehicles

Office of the Commissioner

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DMV Hearings Unit Alignment Report

January 1, 2020



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DIVISION OF MOTOR VEHICLES/HEARINGS UNIT ALIGNMENT

SECTION 4.13.(a) Revised Budget. – The Office of State Budget and Management, in consultation with the Division of Motor Vehicles, shall adjust the Hearing Unit's certified budget for the 2019-2020 fiscal year to correctly align total requirements and receipts to reflect the requirement set forth in Section 34.9 of S.L. 2014-100, as amended by Section 29.30A of S.L. 2015-241, Section 34.32 of S.L. 2017-57, and Section 34.23 of S.L. 2018-5, that all functions, activities, and personnel associated with administering and conducting the hearings be fully receipt-supported from the fee proceeds collected by the Hearings Unit. This adjustment shall be completed by October 1, 2019.

SECTION 4.13.(b) Report. – The Division of Motor Vehicles is required to report on any organizational changes occurring October 1, 2018, through October 1, 2019, to the Joint Legislative Transportation Oversight Committee, the House of Representatives Appropriations Committee on Transportation, the Senate Appropriations Committee on the Department of Transportation, and the Fiscal Research Division. This report shall be submitted by November 1, 2019, and shall include the following:

- (1) The role and responsibilities of each full-time equivalent (FTE) moved in or out of Fund Code 1304.
- (2) The budgeted salary and benefits of each FTE moved in or out of Fund Code 1304.
- (3) Justification of movement in or out of Fund Code 1304.
- (4) Funding source before and after move, including Fund Code.
- (5) The certified budget for the 2019-2020 fiscal year with total requirements, receipts, and FTEs.

REPORT:

(1) The role and responsibilities of each full-time equivalent (FTE) moved in or out of Fund Code 1304.

The role and responsibilities of the ***Driver License Examiner I*** positions are as follows:

Driver License Examiner I positions are responsible for administering driver eligibility tests, evaluating persons applying for a classified Driver License, Commercial Driver License, Learner's Permit and ID cards; handling high volume of transactions while exemplifying first-class customer service skills; confirm driver license applicant's knowledge of NC Motor Vehicle laws, identification of road signs, administering vision tests and observing/evaluating driving skills while riding with the customer in road tests; serve as a public advisor to identify any possible health concerns of drivers, advise customers of service programs available, and ensure applicant data and court ordered information is entered accurately into State Automated Driver License System (SADLS) application computer system for reporting.

The role and responsibilities of the Driver Services, ***SADLS Help Desk*** positions are:

The *Driver License Help Desk* position within the Driver Services Section of DMV provide State Automated Driver License System (SADLS) application maintenance, application support, application guidance, research, instruction, technical and equipment support to driver license examiners and driver license field support staff. The position identifies and reviews information provided through the NSOPR (National Sex Offender Public Registry) and has daily contact with customers, DL offices, DL Help Desk, Law Enforcement Agencies via telephone, email and correspondence in order to authenticate identity and verify confidential and sensitive information. The position utilizes technology application systems such as SADLS, National Driver Registry (NDR), and Commercial Drivers License Information System (CDLIS). Position certifies the issuance process of the State-to-State (S2S) Verification Service through the American Association of Motor Vehicle Administrators (AAMVA) for all North Carolina credential holders.

The role and responsibilities of the Vehicle Services, ***Vehicle Services Help Desk (NMVTIS)*** positions are:

The *Vehicle Services Help Desk (NMVTIS)* position provides immediate technical support and problem resolution for users of the National Motor Vehicle Title Information System (NMVTIS), State Titling and Registration System (STARS) as well as Liability Insurance Tracking Enforcement System (LITES).

The role and responsibilities of the Driver Services, ***Issuance Resolution Quality Assurance*** positions are:

The *Issuance Resolution QA* position is responsible for determining whether applicants for all North Carolina credentials currently hold a driver license or identification card in another state. This position assists with reviewing driver license records of Legal Presence customers to resolve inquiries received via telephone and email as a result of implementing S2S and is responsible for addressing applications received by mail from military personnel and/or dependents and civilians located out of state for more than 30 continuous days, and acknowledging cancellations of out-of-state credentials. This position reviews requests for the issuance of a DL/ID prior to card production and identifies and analyzes information provided through the NSOPR (National Sex Offender Public Registry), CDLIS (Commercial Driver License Information System), NDR/PDPS (National Driver Registry/Problem Driver Pointer System) and the U. S. Postal Service. This position communicates with all State(s) Division of Motor Vehicles/Department of Public Safety/Bureau of Motor Vehicles office(s) and Law Enforcement Agencies nationwide to verify existence and authentication of identity. This position has the responsibility of identifying and reviewing customer's out-of-state driver license numbers, images, signatures and residential address verification to determine issuance eligibility.

The role and responsibilities of the Customer Compliance Services, ***Adjudication*** positions are:

The Adjudication Unit is responsible for merging records, recording and analyzing information and documentation relating to a customer's privilege to drive in North Carolina. They are tasked with manually entering electronic convictions that are received from the Administrative Office of the Courts (AOC) when there is an error on a customer's driving record. They also remove violations from driving records when a conviction is expunged by the court. None of these positions held hearings or drafted decisions or Orders. These 12 positions were moved out the hearings cost center but remained in Customer Compliance based on the roles and responsibilities in their Unit. None of the twelve positions held hearings or drafted decisions or Orders.

(2) The budgeted salary and benefits of each FTE moved in or out of Fund Code 1304.

The current and previous funding source is Hearings Receipts shown in BEACON as Highway Fund code 151500010.

Table 1. DMV 28 Positions Moved From 151304				
Position Numbers	Role Description	Budgeted Salary	Moved to Cost Center	Superior Fund Code
60031337	Driver Services – Help Desk	\$50,539	150049	150049
60031330	Driver Services – Help Desk	\$51,124	150049	150049
60031328	Vehicle Services –Help Desk (NMVTIS)	\$47,346	150047	157055
60031381	Driver Services – Help Desk	\$45,092	150049	150049
60030963	Vehicle Services –Help Desk (NMVTIS)	\$42,573	150047	157055
60031339	Driver Services – Help Desk	\$49,195	150049	150049
60030969	Driver Services – Help Desk	\$52,763	150049	150049
60031362	Driver Services – Issuance Resolution QA (S2S)	\$43,414	150049	150049
60031376	Driver Services – Issuance Resolution QA (S2S)	\$41,750	150049	150049
60029802	Driver License Examiner I	\$59,752	150049	150049
60031343	Driver License Examiner I	\$50,000	150049	150049
60030102	Driver License Examiner I	\$49,650	150049	150049
60030214	Driver License Examiner I	\$44,147	150049	150049
60031331	Driver License Examiner I	\$48,148	150049	150049
60031334	Driver License Examiner I	\$52,314	150049	150049
60031345	Driver License Examiner I	\$45,147	150049	150049
60031366	Driver License Examiner I	\$48,114	150049	150049
60031351	Driver License Examiner I	\$45,320	150049	150049
60031379	Driver License Examiner I	\$46,960	150049	150049
60031372	Driver License Examiner I	\$43,059	150049	150049
60031374	Driver License Examiner I	\$43,363	150049	150049
60031364	Driver License Examiner I	\$38,449	150049	150049
60031378	Driver License Examiner I	\$38,448	150049	150049
60088763	Driver License Examiner I	\$46,771	150049	150049
60030115	Driver License Examiner I	\$36,677	150049	150049
60030093	Driver License Examiner I	\$39,270	150049	150049
60030142	Driver License Examiner I	\$31,200	150049	150049
60029791	Driver License Examiner I	\$72,890	150049	150049

Total budgeted salary: \$1,303,475

Total budgeted salary & benefits: \$1,855,472

Table 2. DMV 12 Positions Moved From 151304

Position Numbers	Role Description	Budgeted Salary	Moved to Cost Center	Superior Fund Code
60031367	Adjudications	\$46,875	151290	157056
60031377	Adjudications	\$47,137	151290	157056
60031373	Adjudications	\$46,854	151290	157056
60031361	Adjudications	\$46,834	151290	157056
60031368	Adjudications	\$46,873	151290	157056
60031370	Adjudications	\$48,606	151290	157056
60030092	Adjudications	\$35,367	151290	157056
60030177	Adjudications	\$36,736	151290	157056
60030867	Adjudications	\$32,459	151290	157056
60030150	Adjudications	\$47,106	151290	157056
60031369	Adjudications	\$44,527	151290	157056
60031350	Adjudications	\$54,778	151290	157056

\$534,152 Total budgeted salary

\$762,451 Total budgeted salary and benefits

(3) Justification of movement in or out of Fund Code 1304.

In February 2019 DMV received permission from OSBM to transfer the Adjudication and Administrative Support Unit positions out of the Hearings Unit cost center. The transfer was justified as the role and responsibility provided by these positions were not related to hearings. The roles and responsibilities include maintaining the integrity of driving records, correcting driving records when necessary, responding to customer and/or attorney inquiries and preparing correspondence related to a customer's driving privilege. None of the positions conducted hearings, drafted hearing decisions or finding of facts or Administrative Hearing Orders.

(4) Funding source before and after move, including Fund Code.

See Table 1. response for (2) above

(5) The certified budget for the 2019-2020 fiscal year with total requirements, receipts, and FTEs.

See attached PDF of certified budget YTD